

**System Questions:**

- 1) Q: Would there be anything to stop agencies from continuing to schedule reviews? Online in ACCESS is just another option?

A: Yes, agencies can continue scheduling W-2 reviews like they do now.

- 2) Q: Is the agency phone number provided during the review the assigned case manager or the same as the agency phone number provided during AFB or AAP?

A: Yes, the agency phone number displayed during the online review is the same agency number that displays during AFB and AAP. For RMB, the phone number participants are advised to call when they don't schedule the interview in ACCESS will be the assigned FEP's phone number.

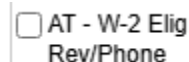
- 3) Q: Will FEPs will need to have a specific code listed in client scheduling for participants to schedule their review such as AE code?

A: Yes, there is a new code that will display when a participant selects phone interview from ACCESS: AT-W-2 Eligibility Review Phone

Current Review Codes:



New Online Review Code:



- 4) Q: Once a review is completed in CWW, does it become disallowed in ACCESS?

A: If the worker completes the manual review in CWW and pends W-2, the participant can also complete a review in ACCESS. However, the duplicate ACCESS review can't be linked to the case. If this duplicate were to happen, workers can mark the item as a duplicate by selecting "No Action Required on Inbox Item" on the CWW Change / SMRF / Renewal Summary page.



If the review has been manually completed and eligibility confirmed, the participant will not be able to initiate an online renewal. If they try to initiate an online renewal, they will be presented with the following screen:

## Benefits you're renewing

Choose all the programs you want to renew. You must renew each program by its due date to keep your benefits.

### Renew now

You don't have any benefits to renew right now.

### Renew early

You don't have any benefits to renew early.

Submitted renewals are processing (0) [^](#)

You don't have any submitted renewals that are processing.

0 program(s) selected.

Next

#### Tip

Depending on the programs you choose, you may be asked to do an interview after you renew.

#### Renew later

These benefits can't be renewed because the due date is too far in the future. You will receive a letter when your renewal is due.

##### Wisconsin Works (W-2)

Start renewing by: **November 09, 2025**

Due by: **December 31, 2025**

## Policy Questions:

- 1) Q: Can you review the forms that are mandatory at every review? Are they now digitally signed with this?

A: The required forms for review are the:

1. TANF EBT Restrictions Flyer
2. W-2 Rights and Responsibilities
3. Good Cause Notice.

- 2) Q: What forms are required at review and which of these is covered in ACCESS (i.e., which do agencies have to collect outside of the ACCESS review process)?

A: This information is provided in chapter 1.4.6 of the W-2 manual. Forms that are signed in ACCESS are the Rights and Responsibilities and Good cause.

- 3) Q: How far out do workers need to provide ACCESS online appointment slots?

A: Workers must provide appointment slots up to 10 days in the future (1.4.2). Further guidance will be published that covers timelines around early renewal in ACCESS.

How system functions:

- ACCESS allows participants to book five days in advance. Unless renewal is due within the next five days and the last two days of the month, time slots will not be available
- Renewal time slots, will only show the time slot available for participant's worker.  
NOTE: This is different than applications, where applicants can see the entire agency within that region.

Example for renewal: FSC is in Milwaukee and has three offices in three different regions of Milwaukee. Participant initiates a renewal from ACCESS and is looking for an interview slot. Participant will only see time slots available for their FSC worker.

- 4) Q: Does the case summary need to be signed in CWW when reviews are initiated in ACCESS?

A: Yes. The case summary must be signed in CWW when reviews are initiated in ACCESS.